



09/875,083

Patent

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

9/B
SMC
7/8/03

In re Application of:

Dean C. MARCHAND et al.

Application No.: 09/875,083

Examiner: Deane Jr, W.

Filed: June 6, 2001

Group Art Unit: 2642

Attorney Docket No.: 09710-1169

Client Docket No.: COS-99-012

For: SERVICE MANAGEMENT SYSTEM BLOCKING

RECEIVED

JUL 03 2003

Assistant Commissioner for Patents
Washington, D.C. 20231

Technology Center 2600

RESPONSE UNDER 37 CFR 1.111

Dear Sir:

In response to the Office Action of March 31, 2003, please amend this application as follows:

IN THE CLAIMS:

Please amend claim 17 by way of replacement as follows. For convenience, all pending claims are set forth as follows, and a marked-up version of the amended claims is enclosed in the Appendix.

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Discussion
Adviser: [Signature]

C. L. Bergman